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PATA-Volunteers

80 VOLUNTEERS TO PLAY PERFECT HOST TO APEC,PATA CONFERENCES

KUALA LUMPUR, March 15 (Bernama) -- Eighty volunteers today began a two-day training programme which will see them playing the role of a "perfect host" next month to some 2,000 delegates to the Second APEC Tourism Forum and 50th PATA Annual Conference in Kuala Lumpur.

The PATA delegates from 70 member countries would attend both conferences which would be held, back-to-back, between April 7 and April 12, 2001.

Prime Minister Datuk Seri Dr Mahathir Mohamad will officially open the five-day PATA Annual Conference on April 9.

Volunteers, from both the public and private sector, would be trained in guest relations skills and customer service in order to be able to discharge their duties as professionally as possible.

"As frontliners for these two conferences, we expect them to be well-versed with their duties and ensure smooth arrangements for the delegates including airport transfers and venue shuttles," said a conference source.

Malaysia last hosted the PATA Conference in 1986.

Meanwhile, the chairman of the Transportation & Logistics Sub-Committee of the Malaysian Association of Tour and Travel Agents (MATTA), Stephen Lim said delegates would be looked after with utmost importance and care.

"Friendly and warm hospitality, a trademark of Malaysia's way of life, will be felt by the delegates all the way.

"They will certainly feel welcomed and this will leave a lasting impression on the delegates," said Lim.

He added that first impression would have a lingering impact on the delegates who would promote the country to their clients once they return home.

As such, Lim said the volunteers would work as a team to ensure the success of both the Apec Tourism Forum and the PATA Conference.

"MATTA members and travel industry players, will also assume an important role in making the event a success" he added.

-- BERNAMA

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